

# Comparisons of Job Characteristics

**Focus Occupation:** [Customer Service Representatives \(43-4051\)](#)

**Associated Occupation:** [Computer Operators \(43-9011\)](#)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

## Knowledge

Similarity of Focus Occupation to Associated Occupation: 83

**Focus Occupation:** Customer Service Representatives (43-4051)

**Associated Occupation:** Computer Operators (43-9011)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Computers and Electronics	8.4	17.1	6.2	<<	Extensive education and/or training may be required
Customer and Personal Service	11.3	14.3	15.2	0	Current knowledge level may be sufficient
Clerical	7.3	13.8	12.2	<	Expanded education and/or training may be required
Telecommunications	3.9	7.4	3.2	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Skills

Similarity of Focus Occupation to Associated Occupation: 51

**Focus Occupation:** Customer Service Representatives (43-4051)

**Associated Occupation:** Computer Operators (43-9011)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating		Evaluation of Focus Occupation
Operation Monitoring	6.6	12.2	4.1	<<	Extensive development of skills in this area may be required
Monitoring	9.9	11.9	8.2	<<	Extensive development of skills in this area may be required
Operation and Control	5.4	9.6	1.0	<<	Extensive development of skills in this area may be required
Quality Control Analysis	5.9	9.4	1.0	<<	Extensive development of skills in this area may be required
Systems Analysis	6.5	9.2	5.2	<<	Extensive development of skills in this area may be required

Troubleshooting	4.5	9.1	1.0	<<	Extensive development of skills in this area may be required
Programming	2.2	6.6	2.2	<<	Extensive development of skills in this area may be required
Management of Material Resources	3.7	6.1	1.0	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 86			
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: Computer Operators (43-9011)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Problem Sensitivity	11.1	12.2	10.0	<	Some improvement in abilities may be required
Oral Comprehension	12.5	11.9	13.1	>	Current ability level is likely sufficient
Near Vision	11.1	11.8	10.3	<	Some improvement in abilities may be required
Oral Expression	12.4	11.7	13.3	>	Current ability level is likely sufficient
Selective Attention	8.7	11.6	7.7	<<	Extensive improvement in abilities may be required
Information Ordering	9.9	11.1	8.6	<	Some improvement in abilities may be required
Written Comprehension	11.0	11.0	10.8	0	Current ability level may be sufficient
Perceptual Speed	7.4	10.6	5.3	<<	Extensive improvement in abilities may be required
Flexibility of Closure	7.8	9.8	7.5	<<	Extensive improvement in abilities may be required
Memorization	5.6	7.2	6.1	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 56
Focus Occupation: Customer Service Representatives (43-4051) Associated Occupation: Computer Operators (43-9011)		
Work Activities	Exclusivity of Activity	
Maintain records, reports, or files	5	
Use computers to enter, access or retrieve data	3	
Use telephone communication techniques	62	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.

## Tools and Technologies that Both Occupations Have in Common

Similarity of Focus  
Occupation to Associated  
Occupation: 45

**Focus Occupation: Customer Service Representatives (43-4051)**  
**Associated Occupation: Computer Operators (43-9011)**

Tools and Technologies	Exclusivity
Business function specific software	1
Computer data input devices	2
Computer printers	2
Computers	1
Content authoring and editing software	1
Data management and query software	1
Finance accounting and enterprise resource planning ERP software	2
Information exchange software	1
Network applications software	1
Networking software	21
Operating environment software	12
Personal communication devices	2
Utility and device driver software	17

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O\*NET (Occupation Information Network) data.